



Tennessee Department of Children's Services

Contract Monitoring Quality Team Protocol

Supplemental to DCS Policy: 3.27, Fiscal Administrative Process for the Implementation of New Programs and Services or Changes to Existing Programs and Services

The Office of Continuous Quality Improvement monitors, evaluates, and enhances the quality and effectiveness of contracts and services purchased from other provider organizations or independent contractors. The focus is on all contracts and Delegated Purchase Authority providers (custodial and non-custodial) that fall outside the scope of Tennessee Department of Children's Services (TN DCS) residential/performance based contracts. The purpose of this protocol is to explain the monitoring process for conducting reviews on purchased services and contract monitoring.

1. All referrals to the Contract Monitoring Quality Team (CMQT) are reviewed by Director of Provider Quality within 72 hours of receipt of the referral.
2. The Director of Provider Quality attempts to resolve concerns by engaging the identified provider and region.
3. Referrals that cannot be resolved by the Director of Provider Quality are placed on the CMQT agenda for resolution.
4. The CMQT meets monthly to review and discuss regional referral and concerns identified by contract monitors.
5. The CMQT may contact the provider to facilitate partnership and collaboration in seeking resolution.
6. The CMQT recommends action steps and develops quality improvement plans as necessary to resolve the concern.
7. The recommended action steps and or quality improvements are communicated to all parties by the Director of Provider Quality.

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Supersedes: None

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